

## Yealink Global Services for Microsoft Teams and Zoom Devices Solutions

### Support services



Advance parts  
replacement



Telephone  
support



Onsite  
support



Customization

#### Professional services, conserve IT resources and increase efficiency

Backed by Yealink, a company with 19 years of experience in UC devices and in-depth knowledge of Yealink devices. Conserve your limited IT resources while increasing efficiency in areas including diagnosis, troubleshooting, configuration and deployment.

#### Minimize business disruptions

Reduce the time and resources required, minimize costs and business disruptions, and keep everything on track to maximize your business uptime.

#### Predictable and scalable pricing

Flexible options ranging from different types of remote and onsite services and different levels of response time, to product models. The cost of advance parts replacement can be covered.

#### Global coverage and local support

Offering consistent warranty service for multinational organizations, as well as in-region and local-language support.

(Please noted: The Services do not replace device warranty.)

Model	Part Number	Description
Yealink Maintenance Service for IP Phones		
SRV-BASIC-PHONE-1YEAR	51010800013	8x5 Telephone Technical Support on Yealink IP Phones - include SW Updates and HW Advance Parts Replacement. 1Yr/Per Device
SRV-BASIC-PHONE-3YEAR	51010800014	8x5 Telephone Technical Support on Yealink IP Phones - include SW Updates and HW Advance Parts Replacement. 3Yr/Per Device
SRV-BASIC-VP-1YEAR	51010800015	8x5 Telephone Technical Support on Yealink Video Phones - include SW Updates and HW Advance Parts Replacement. 1Yr/Per Device
SRV-BASIC-VP-3YEAR	51010800016	8x5 Telephone Technical Support on Yealink Video Phones - include SW Updates and HW Advance Parts Replacement. 3Yr/Per Device
SRV-BASIC-CP-1YEAR	51010800017	8x5 Telephone Technical Support on Yealink Conference Phones - include SW Updates and HW Advance Parts Replacement. 1Yr/Per Device
SRV-BASIC-CP-3YEAR	51010800018	8x5 Telephone Technical Support on Yealink Conference Phones - include SW Updates and HW Advance Parts Replacement. 3Yr/Per Device
Yealink Maintenance Service for ROOM SYSTEM		
BASIC SERVICE		
SRV-BASIC-ROOM-1YEAR	51010800019	8x5 Telephone Technical Support on Yealink Room System (MVC or ZR series) - include SW Updates and HW Advance Parts Replacement. 1Yr/Per Device
SRV-BASIC-ROOM-3YEAR	51010800020	8x5 Telephone Technical Support on Yealink Room System (MVC or ZR series) - include SW Updates and HW Advance Parts Replacement. 3Yr/Per Device
ADVANCED SERVICE		
SRV-ADVANCED-MVC900-1YEAR	51010800021	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC900, yearly maintenance agreement. 1Yr/Per Device
SRV-ADVANCED-MVC900-3YEAR	51010800022	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC900, yearly maintenance agreement. 3Yr/Per Device
SRV-ADVANCED-MVC800-1YEAR	51010800023	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC800, yearly maintenance agreement. 1Yr/Per Device
SRV-ADVANCED-MVC800-3YEAR	51010800024	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC800, yearly maintenance agreement. 3Yr/Per Device
SRV-ADVANCED-MVC500-1YEAR	51010800025	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC500, yearly maintenance agreement. 1Yr/Per Device
SRV-ADVANCED-MVC500-3YEAR	51010800026	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC500, yearly maintenance agreement. 3Yr/Per Device
SRV-ADVANCED-MVC300-1YEAR	51010800027	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC300, yearly maintenance agreement. 1Yr/Per Device
SRV-ADVANCED-MVC300-3YEAR	51010800028	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC300, yearly maintenance agreement. 3Yr/Per Device
SRV-ADVANCED-VC210T-1YEAR	51010800029	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for VC210-Teams, yearly maintenance agreement. 1Yr/Per Device
SRV-ADVANCED-VC210T-3YEAR	51010800030	2 hour SLA, 8x5 unlimited virtual technical troubleshooting and support for VC210-Teams, yearly maintenance agreement. 3Yr/Per Device
PREMIUM SERVICE		
SRV-PREMIUM-MVC900-1YEAR	51010800031	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC900, yearly maintenance agreement. 1Yr/Per Device
SRV-PREMIUM-MVC900-3YEAR	51010800032	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC900, yearly maintenance agreement. 3Yr/Per Device
SRV-PREMIUM-MVC800-1YEAR	51010800033	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC800, yearly maintenance agreement. 1Yr/Per Device
SRV-PREMIUM-MVC800-3YEAR	51010800034	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC800, yearly maintenance agreement. 3Yr/Per Device
SRV-PREMIUM-MVC500-1YEAR	51010800035	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC500, yearly maintenance agreement. 1Yr/Per Device
SRV-PREMIUM-MVC500-3YEAR	51010800036	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC500, yearly maintenance agreement. 3Yr/Per Device
SRV-PREMIUM-MVC300-1YEAR	51010800037	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC300, yearly maintenance agreement. 1Yr/Per Device
SRV-PREMIUM-MVC300-3YEAR	51010800038	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for MVC300, yearly maintenance agreement. 3Yr/Per Device
SRV-PREMIUM-VC210-1YEAR	51010800039	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for VC210-Teams, yearly maintenance agreement. 1Yr/Per Device
SRV-PREMIUM-VC210-3YEAR	51010800040	30 minutes SLA, 8x5 unlimited virtual technical troubleshooting and support for VC210-Teams, yearly maintenance agreement. 3Yr/Per Device
Yealink On-site Support		
Yealink On-site Support	51010800041	Full day, flat rate, on-site SKU for any MTR or ZR or Yealink Phone; Services options include but are not limited to: <ul style="list-style-type: none"> <li>· Adoption/Training</li> <li>· Installation, Integration, Deployment</li> <li>· Troubleshooting, Technical Support &amp; Maintenance</li> </ul>

### Next steps

- To learn more about services, visit the website
- About request for quotation, please contact Yealink's sales representatives or your partners